

# VANPOOL VOICES

SUPPORTING METRO VANPOOLERS

April 2001

## Recruiting Riders with *RideshareOnline.com* Only a mouse click away

Recently Rideshare Operations received this e-mail message from Metro VanPool driver, Tom Boyns, HOV M00343, about RideshareOnline.com.

Tom writes, *"I first tried RideshareOnline.com as you suggested and am gratified to have several immediate responses already. It appears that our vanpool may be full again."*

*WOW what a wonderful improvement to the program!!!!"*

In a recent conversation with Tom, he confirmed that, *"Yes, he immediately found two people who wanted to join his van using RideshareOnline.com."* Tom added; *"the VanPool program beats the socks off of any other commute option."*

Recruiting riders using RideshareOnline.com is easy! Just go to the <http://RideshareOnline.com> home page and choose **LogOn Now!** and follow the simple instructions.

If you are the vanpool driver or contact in Ridematch, enter the e-mail address you provided to your Vanpool Services

Representative. If you don't know which e-mail address you provided or would like to provide a new one now, call us at (206) 625-4500. Contact your Vanpool Services Representative if you need to update any information shown in RideshareOnline.com.

### Inside this issue:

- "Ticket to Ride" – Rides on!
- Closeness in Vanpooling
- New Online Services for your VanPool

## smart moves

2001

### Set for April!

As vanpool participants, you may be eligible to win prizes during the **Smart Moves** Campaign in April. You may receive a prize drawing entry form from your company Employer Transportation Coordinator if they are participating in the campaign. If you discover your company is not participating this year, you can call 206-625-4500 to request an entry form that you may return to Metro VanPool by April 30 to enter the drawing.

Once you get your matchlist at RideshareOnline.com you can easily e-mail persons on the list or call those without an e-mail. You are now on your way to finding new riders!

The Metro Rideshare program continues to provide top notch customer assisted Ridematching when you call 206-625-4500 or 1-800-427-8249. You may ask for names and contact phone numbers while you are on the phone!

**As a special bonus, during the months of March and April we will be offering weekly prize drawings valued up to \$100 for using Ridematch.**



**RideshareOnline.com**  
Puget Sound's easy way  
to ride or drive with someone else.

## Monthly Report Alert!

### Bus Pass and FlexPass Copies

Since passes are tracked individually and associated with specific riders (we actually match all pass copies to the names on your group's monthly Ridership Report), we need two critical pieces of information:

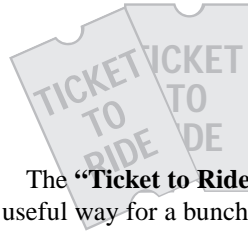
- legible rider's name
- legible serial number on pass

Dark photocopies and hard-to-read signatures (you may print your name, rather than sign the pass copy) make it difficult for us to match passes with riders and properly apply pass values to your rider's vanpool fares.

### Group Identification Numbers (GIN)

Did you know that each vanpool group is assigned a group identification number (GIN)? Since groups often use several vans over the course of their "vanpool-life", we needed a special way to keep track of groups that didn't rely on specific vehicle (HOV) numbers.

Where this GIN is especially important is in the monthly reporting process. The GIN functions very much like a group's account number. You will note places to record the GIN on the VanPool Monthly Report and the Ridership Report. Recording your GIN helps us make sure that we are working with the correct account information for your group.



## "Ticket to Ride" – rides on!

The "Ticket to Ride" new rider recruitment incentive has been a useful way for a bunch of vanpool groups to reach out and recruit new riders. So, while the entry and drawing for Commuter Bonus Plus vouchers portion of this incentive ended in February, **the free trial rides offer will continue until further notice.**

Offering people a free trial ride (actually, up to three!), no strings, can be just the thing to easily and pleasantly get their attention and into your van's empty seats.

Enclosed with this issue of VanPool Voices is a new set of tickets you can provide to potential new riders to encourage them to try your vanpool. You can make multiple copies of the tickets and distribute them to as many people as you like. The letter contains the easy instructions about how to both use the ticket and return used tickets to Metro.

### Ways to reach potential riders - - - and "ticket" them!:

- Check **RideshareOnline.com** anytime, new people looking to rideshare enter the database everyday.
- **Ask your Employee Transportation Coordinator (ETC) or Human Resources staff** to assist you by distributing the tickets to other employees who live in your home zip code. Or, for e-mail distribution, an electronic version of the ticket is available, just call 206-625-4500.
- **Post tickets**, with your van's contact information added to the ticket, on your company and neighborhood bulletin boards.

If you have questions about "Ticket to Ride" contact Cathy Blumenthal at 206-263-4445 ([cathy.blumenthal@metrokc.gov](mailto:cathy.blumenthal@metrokc.gov)) or Andrea Maillet at 206-684-1526 ([andrea.maillet@metrokc.gov](mailto:andrea.maillet@metrokc.gov)).

## Available Online!

### Get Your Metro VanPool/ Transit Pass Online

Metro VanPool/Transit passes allow a vanpool rider to use Metro's bus service and may be applied towards the monthly vanpool fare. They are available for purchase through Metro's on-line pass ordering system. Two types of the monthly Metro VanPool/ Transit Pass are available:

- \$1.25/trip pass for \$45.00
- \$1.75/trip pass for \$63.00

Please visit our website at <http://transit.metrokc.gov/> for more information about ordering your pass on-line.

### Vanpool Forms & Fare Schedules Now Available online

Need Driver Applications, Bookkeeper Applications or Participant Agreements? How about a new fare schedule?

All of these, available as portable document format (pdf) files can be printed for your use. Visit <http://transit.metrokc.gov/> and go to Vanpool/Carpool information, then look for Vanpool Starter Kit (for applications) and Vanpool Accounting Information (for fare schedules).

## The Check's In the Mail

About a year ago, the VanPool Program moved to the historic Yesler Building in downtown Seattle. To ensure that your monthly reports, ridership reports, fares, applications, etc. reach us, please check the envelopes you use to make sure they have the following mailing address:

**Rideshare Operations**  
M.S. YES-TR-0700  
400 Yesler Way  
Seattle, WA 98104-9819



If you have postage paid envelopes with our old address, please recycle them or over-write the old address with the new. If you need a new supply of postage paid envelopes, please call your VanPool Services Representative or email us at [vanpool.information@metrokc.gov](mailto:vanpool.information@metrokc.gov).

# Closeness in Vanpooling – *and not just the fit*

When you move 2000 miles away from your hometown, there are many different ways to meet people in your community: book clubs, religious groups, coffee houses, vanpools... Vanpools? Yes, vanpools!

"I have learned from vanpooling the past two years that there is more to vanpooling than just getting a ride to work," said Carol Brozman, a Lake Washington School District employee who moved from Chicago to Monroe a couple of years ago. "This vanpool has been a great way for me to meet people within Monroe and create great friendships."



*Left to right – Steve Anderson, Jon Purdue, Pam VanArnam, Dawn Mains, Drew Schneider, Carol Brozman (in arms), Nathan Townsend (not pictured).*

Echoing Carol's comments, fellow vanpooler Pam Van Arnam added: "We are so close that no topic of conversation is taboo with our group! We are always talking about whatever is on our mind. We get together for 'Movie Night' and even gather for dinner at one of our houses."

The group admits that vanpooling from Monroe to Redmond does not necessarily save them time due to the lack of HOV lanes, but the other benefits of vanpooling outweigh anything else. "I estimate that our van has driven 32,000 miles in the past two years. That's 32,000 miles I haven't had to put on my personal car," Carol said. Dawn Mains said the major benefit of vanpooling for her is the laughing that she does on her way to work and back: "After laughing non-stop for 40 minutes while riding to work, I feel rejuvenated and ready to face the pile of work on my desk." Dawn's husband, Drew Schneider, agreed and added, "it's great not having to deal with the traffic and the commute myself."

Laughing is the Number One Rule for Carol and her vanpool group. The group decided on a Rule List after they spoke with their VanPool Service Representative, Eileen Patterson. "There were some personal conflicts when we first started the van and working with Eileen was a very positive experience" Carol said. "She took a balanced approach to the situation at hand and looked at it from all sides. Ever since we adopted the Rule List, things have been running incredibly great."

"Overall, I believe the VanPool program is outstanding and people should be swarming to it," said Carol. "If I was to look for another job, my ability to get into a van or form my own would definitely play a role in the decision making process."



## Overnight Parking in Unauthorized Locations

Occasionally we receive reports that one of our VanPool vehicles has been left overnight in a Park and Ride lot or seen parked on the street. Parking overnight in Park and Ride Lots is not permitted, and unless you've received a specific exception from the VanPool office, parking on the street is not allowed either. By following the rule that your vehicle is to be parked in a secure place at night, you avoid the risk of vandalism or hit and run accidents.

## Snow Tires Off

Studded snow tires must be removed by April 1st. You may have them removed at your assigned service center. However, you should call them in advance so you don't find yourself with a long wait. If you choose to have another service station remove the studded tires, your budget is \$10.00, our normal rate.

Remember, you need to take the studded tires with you and store them. Our contracted service centers are instructed not to accept them for storage. If you lack space at home, you are welcome to bring them to the Van Distribution Center in Redmond. Please contact your VanPool Services Representative about the Center's hours of operation.



# Test Your Vanpooling Word Skills

Find the words in the puzzle listed below and circle them.



S	E	A	T	B	E	L	T	S	A	Z	I	R
R	M	C	A	U	T	I	O	N	I	O	N	I
E	S	L	P	A	S	S	I	N	G	S	S	G
A	P	W	N	P	Y	U	C	A	P	A	P	H
D	E	T	Y	B	L	I	N	D	S	P	O	T
T	E	H	M	S	A	F	E	T	Y	G	T	O
H	D	S	E	B	H	O	R	L	N	E	T	F
E	L	I	R	E	L	E	S	I	D	A	E	W
R	I	G	G	O	L	Y	G	T	T	L	R	A
O	M	N	I	A	S	R	D	S	F	R	S	Y
A	I	A	N	B	E	L	T	R	C	T	C	O
D	T	L	G	M	K	Y	I	E	L	A	A	F
E	L	A	N	E	C	H	A	N	G	E	N	G

alert  
blind spot  
caution  
lane change  
merging

passing  
read the road  
right of way  
safety  
scan

seatbelts  
signal  
speed limit  
spotter  
yield

## Now Online for You!

- Where *is* that brand new Park & Ride lot?
- Fresh out of Participant Agreement forms?
- A question about your HOV lane?
- Need to quickly check your fare schedule?

These are just a few examples of rideshare information and VanPool materials now available to you via **Metro Online**. Using this King County Metro web site is a great way to answer many of your vanpooling questions and get the information you need, anytime day or night. Check out the site and see what's new!

<http://transit.metrokc.gov>

Click on **Metro Online Home Page**, then **vanpool/carpool** and go from there!

Among the many changes, you will find all new VanPool pages including a menu of **Program Resources** linking you, as drivers, bookkeepers and riders, to useful operating and administrative information.

*On our website:*

*VanPool Riders Wanted Bulletin*

<http://transit.metrokc.gov>

## Fare Increase News – Washington State Ferries (WSF)



In a first step towards an 80% cost recovery goal for the WSF system, the Tariff Policy Committee has recommended increases for WSF routes. As a result of the WSF and proposed Metro Transit fare increases, it is possible that current prices for Ship-to-Shore/Puget

Passes will increase as well.



**Washington State Ferries**

## VANPOOL VOICES

If you have questions, comments or story ideas, send them to: Rideshare Operations, YES-TR-0700, King County Metro, 400 Yesler Way, Seattle WA 98104, call (206) 263-4445 or write [cathy.blumenthal@metrokc.gov](mailto:cathy.blumenthal@metrokc.gov).